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Blumen
2/04

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Patent Application

Inventors: Clarence W. Buffalo

Case Name 1999-0699

Serial No. 09/649,974

Group Art Unit 2154

Filing Date August 29, 2000

Title: *Customer Service Maintenance Automation*

Attention: Official Draftperson

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SIR:

SUBMITTAL OF FORMAL DRAWINGS

Enclosed please find three (3) sheet(s) of Formal Drawings for the above-identified application.

Applicants believe that these drawings are in accordance with the requirements of PTO-1474. However, if the Official Draftperson determines that any changes are needed, he is requested to contact the undersigned to avoid any delay in the prosecution of this application.

Respectfully,

By: Wendy W. Koba
Wendy W. Koba, Esq.
Reg. No. 30509
Attorney for Application

Date: 1/28/04

Att: - Formal Drawings—3 Sheet(s)

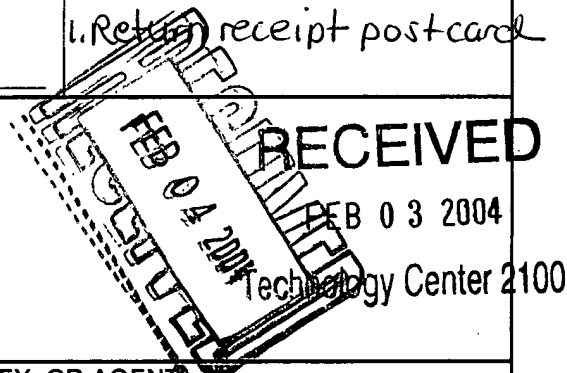


2154

PTO/SB/21 (08-03)
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TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	09/649,974
	Filing Date	August 29, 2000
	First Named Inventor	Buffalo
	Art Unit	2154
	Examiner Name	Philip C. Lee
Total Number of Pages in This Submission	Attorney Docket Number	1999-0699

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form	<input checked="" type="checkbox"/> Drawing(s) 3 Formal	<input type="checkbox"/> After Allowance communication to Group
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<input type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Proprietary Information
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<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Terminal Disclaimer	<input checked="" type="checkbox"/> Other Enclosure(s) (please identify below):
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Wendy W. Koba
Signature	Wendy W. Koba
Date	1/28/04

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Typed or printed name	Wendy W. Koba	
Signature	Wendy W. Koba	Date 1/28/04

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